AGENCY BEST PRACTICES

Moderator: Project Director Stacy Reh

Panelists:
Lawrence Brooks-Hunterdon Youth Services: Binnacle House
Tia Sanders & Sherrelle Jenkins-Crossroads: Mount Holly House
Michelle Robbins & George Rudisill-YCS: Haddon Heights
Who We Are & Who We Work With…

Lawrence Brooks- Hunterdon Youth Services: Binnacle House

Tia Sanders & Sherrelle Jenkins- Crossroads: Mount Holly House

Michelle Robbins & George Rudisill- YCS: Haddon Heights
Discuss your greatest challenge and how your organization worked to overcome them

**BINNACLE HOUSE**

**CHALLENGE**- Trying to take on too much at once

Coaches encouraged the team to slow down and focus on a few strategies

**CHALLENGE**- Data Collection & Dissemination

Focus on what matters, Outcomes & Post Transition Results for Youth Support and Guidance from Board
Discuss your greatest challenge and how your organization worked to overcome them

**Crossroads**

**CHALLENGE- Buy In of Staff**

Consistency & Excitement
Accepting Feedback & Hearing Concerns
Share and Dive Into Data
Maintain Momentum

**CHALLENGE- Buy In of Youth & Families**

Consistency & Excitement
Engage in Daily Contact
Discuss your greatest challenge(s) and how your organization worked to overcome them

Haddon Heights

**CHALLENGE:** Buy In of Staff

- Being Consistent
- Sharing Data
- Showing How the Effort Will Improve Their Job
- Empowering Staff

**CHALLENGE:** Staff Turnover

- Positive Turnover for Non Adopters
- Leadership Covering Shifts
SHARE SIGNIFICANT ACCOMPLISHMENTS

CROSSROADS

• Shift in Culture: Both Programmatic Changes & Engagement Strategies
  • Engaging with families and emphasizing collaboration & participation
    • No Blackout Period
    • Family Time Expected
    • NHA for Caregivers
    • No level systems

• Policies changed to reflect Six Core and NHA language and principles
• Focus NHA for Staff
SHARE SIGNIFICANT ACCOMPLISHMENTS

HADDON HEIGHTS

- Significant decrease in missing youth
- Significant reduction in medications
- Increase in youth engagement leading to increased youth responsibilities
- Increase in staff meeting attendance by 40%
- Prior to the initiative, no youth were engaged in post secondary education
SHARE SIGNIFICANT ACCOMPLISHMENTS

BINNACLE HOUSE

• Shift in Culture: Both Environmental Changes & Engagement Strategies
  • Sensory Tools and Visual Messaging
  • On Site NHA trainers & the integration of NHA and motivational interviewing
  • Increased individualized treatment and care
GAME CHANGERS/LESSONS LEARNED

HADDON HEIGHTS

• A focus on enhancing and elevating youth engagement
• NHA for youth
• Change in the cell phone policy
• Helping youth appropriately use cell phones and social media
• Removed the power struggle with staff
• Think Outside the Box
• Need Full Leadership Buy In & Empower Staff
GAME CHANGERS/LESSONS LEARNED

BINNACLE HOUSE

• Debriefing- Deeper Dive into Incidents & Follow Ups
• A focus on enhancing and elevating youth and family voice
  • Former resident’s parent is a board member
  • Parent/Board Member reviewed and provided feedback on website
  • Current youth participates on the program committee
  • Created a private FB group page for former youth to connect with each other and staff
• This organizational change is a parallel process to what we asking for from youth and families
  • This requires us to be vulnerable…in order to connect, to be individualized and to create healing environments!
• Be open to change and to evolving
• Be transparent
GAME CHANGERS/LESSONS LEARNED

CROSSROADS

• Strong Leadership Attitude, Genuine & Supportive
• A focus on enhancing and elevating youth and family voice
• Daily Caregiver contact with a focus on strengths and positives
• Start each day with an intention and a lens of seeing greatness & strengths
• Be patient and allow yourself to reset & refocus
• Be relentless & have patience…it is a process…it’s not just about the numbers!